

Client Satisfaction Survey

The following survey will help us provide better service. You will not be identified in any way and all your information is kept confidential. We thank you for taking time to complete this survey for us.

Date _____



Catholic
Social
Service

of the Diocese of Dodge City
Catholic Charities for Southwest Kansas

1. What is your age? _____

2. What is your gender?

- Male
- Female

3. Which of the following racial or ethnic groups best describes you?

- Caucasian, or white
- African-American, or black
- Hispanic or Latino
- Asian
- Other: _____.

4. What city do you live in?

5. How long have you lived in that city?

6. What is your religious preference?

7. What is your highest level of education?

- Some high school (or less)
- High school diploma / GED
- College degree
- Graduate degree (Master's, PhD, MD, etc.)

8. What is your employment status?

- Employed full-time
- Employed part-time
- Not currently employed, but seeking employment
- Not currently employed and currently not seeking employment
- Retired
- Other: _____

9. What is the primary & secondary language spoken in your home?

1. _____

2. _____

10. What is your relationship status?

- Single
- Married
- Living with partner
- Divorced
- Separated
- Widowed
- None the above

11. What is your current level of annual household income before taxes?

- Less than \$12,000
- \$12,000 to \$24,999
- \$25,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 or more

13. Location of office for service?

- Dodge City
- Garden City
- Great Bend

14. Service you came in for:

(Circle one number)

Not at all Somewhat Very

How satisfied were you with the services received?	1	2	3	4	5	6	7
How satisfied were you with the courtesy of the staff?	1	2	3	4	5	6	7
How satisfied were you with the knowledge of the staff?	1	2	3	4	5	6	7
How satisfied were you with the level of support?	1	2	3	4	5	6	7
What is your likelihood of returning for services?	1	2	3	4	5	6	7
What is your likelihood of recommending our services to others?	1	2	3	4	5	6	7
Were the services given in a timely manner?	1	2	3	4	5	6	7
How satisfied were you with the physical appearance of office?	1	2	3	4	5	6	7
Other Comments:							

Which of the following services are you aware of:

- Pregnancy Counseling**
- Adoption**
- Search & Reunion**
- Teen Moms**
- Alcohol & Drug Addiction Counseling**
- Marriage & Relationship Classes**
- Economic Assistance**
- Disaster Response**
- Other** _____

Which of these programs would you like to know more about?

How did you hear about us:

Website	Social Media	Word of Mouth	eNewsletter	
Google search	Presentation	Newspaper	Radio	Other: _____

How often do you receive updates from Catholic Social Service?

Daily/Weekly on social media	Once a month	
Four times a year	Once a year	Never

How often would you like to receive updates from Catholic Social Service?

Daily/Weekly on social media	Once a month	
Four times a year	Once a year	Never

How do you prefer to hear from Catholic Social Service?

Postal Mail	e-mail or eNewsletters	Social Media: Facebook Twitter
Other: _____		